PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a budget and regular meeting of the Brown County Human Services Committee was held on Wednesday, October 23, 2019 in Room 200, Northern Building, 305 E. Walnut Street, Green Bay, WI

Present:

Chair Hoyer, Supervisors Tom De Wane, Joan Brusky, Pat Evans & Aaron Linssen

Also Present:

Supervisors Alex Tran & John Van Dyck; Director of Administration Chad Weininger, Human Resource Analyst Luke Newton, Senior HR Generalist Kara Navin, Internal Auditor Dan Process, Finance Director Bradley Klingsporn; ADRC Director Devon Christianson, Health and Human Services Director Erik Pritzl, Public Health Officer Anna Destree, Child, Youth & Families Manager Kevin Brennan, Community Services Administrator Jenny Hoffman, HS Finance Manager Eric Johnson, Veterans' Service Officer Joe Aulik, County Executive Troy Streckenbach and other interested parties

I. Call to Order.

The meeting was called to order by Chair Hoyer at 5:15 pm.

II. Approve/Modify Agenda.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken. <u>MOTION CARRIED</u> UNANIMOUSLY

III. Approve/Modify Minutes of September 25, 2019.

Motion made by Supervisor Brusky, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION CARRIED UNANIMOUSLY</u>

Communications

 Communication from Human Services Committee Chair Hoyer re: Presentation by HR in response to comments from dietary employees at the last Human Services meeting including information about turnover and class and comp ranges. Referred from October County Board.

HR Generalist Luke Newton introduced himself to the Committee and informed he helps oversee the CTC as well as a number of other departments. He has listened to the recording from the last Human Services meeting where several employees spoke regarding the pay rates in the Dietary Department at the CTC.

Newton explained there are two main positions in the Dietary Department – cooks and food service workers. There are currently 3 full-time cook positions and 1 part-time cook with 1 full and part-time position recently being vacated. In the exit interviews, pay was not cited as a reason for leaving. The reasons given for vacating the positions were scheduling and hours as well as a personnel issue that he was not able to discuss. The pay range for the cooks in the class and comp plan is from \$14.05 to \$17.70 with \$15.90 as the mid-point. Currently 2 position rates of the cooks are budgeted as \$14.74 per hour and the other 2 position rates are budgeted at \$18.93 and Newton noted that both of these employees have been in their positions over 10 years.

With regard to food service workers, there are 12 positions with 5 full-time and 7 part-time positions. Currently only 1 part-time non-benefit eligible position is vacant, however, there are 2 employees out on approved leave, one being a full-time position. The class and comp pay range is from \$11.40 - \$13.90 per hour with \$12.65 being the mid-point. Currently all but 1 position is budgeted at \$11.74 per hour and the other position is \$17.63, with that employee having 20+ years in that position.

Newton continued that there are not any problems recruiting full-time positions, but due to the hours and schedules, many of the non-benefit eligible positions due stay vacant and turn over more frequently than the full-time positions. Per exit interviews, the schedule and hours remained the consistent reason for departure. The department does have

on-call cooks and food service positions that are filled, but are currently unable to work all of the vacant shifts because of other full-time jobs or school responsibilities.

Both positions are within range and above the minimum rate in comparison with other counties such as Washington, Wood, Portage, Winnebago and Monroe and the food service worker pay range is accurate with \$13.00 an hour being the average mid-point of those counties. In comparison with the private sector that was brought up at the last meeting, most of the part-time and full-time positions with the same education requirements as the food service worker average between \$11 - \$12 per hour, but do not compete with the county's benefit package.

HR has been posting the dietary positions on Indeed, Wisconsin tech college websites and UWGB's website, as well as career fairs and with the Wisconsin Job Center. HR has also been working closely with the Food Services Manager and Interim Administrator of the nursing home to determine areas for improvement. HR is also beginning to work on a new schedule for the department that could influence more positive results in recruiting and retention. In addition the A-33 policy allows HR the ability to increase the salary if they are unable to recruit for the positions up to the midpoint. However that is not the issue; it seems the work environment and schedules are the main issues.

Supervisor Evans mentioned that whenever the county is recruiting for a big positions such as a director, the comparables are larger counties such as Waukesha or Racine. When looking at a lower pay scale position, the comparables are in much smaller counties and this does not sit well with him. Evans asked when the last full-time employee left and Newton responded that the last full-time food service worker was hired in January. There have been 3 part-time food service employees turned over this year and only 1 of those was benefit-eligible. Evans asked Newton for his professional opinion as to whether these positions are being compensated correctly or if they should be higher. Newton responded that they are within the range they are classified in and they are over the minimum. Newton feels from having experience working with other private nursing homes which would be comparable, dietary aides or food service workers are paid \$9 - \$10 an hour. Evans also asked about the cook positions and Newton responded that there are 4 positions, 3 of which are full-time and 1 which is part-time. They hired a full-time position in the last 2 months and a part-time position was filled in the last 3 months. The part-time worker left for a full-time position and shortly after that the full-time worker left because of the scheduling and hours. Newton also feels those positions are being compensated appropriately.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to open the floor to allow interested parties to speak. Vote taken. MOTION CARRIED UNANIMOUSLY

Supervisor Linssen arrived at 5:21 pm

Shelly Destree - 1533 Proper Street, Green Bay, WI

Destree is a food service worker at the CTC and thanked the Committee for the opportunity to address them. She has heard that the schedule may be of concern and she has also heard that the pay scale is of concern given the skill set the people have to have in working with the modified diets being served. The other part is just doing a comparison to the other support services at the Mental Health Center and those range from \$17.35 an hour at the top for a housekeeper and the lowest is at \$13.65. Destree said one part of her concern is between the work load and the fairness of what other support staff are getting. She also noted that there is a turnover ratio.

Deana Berndt - 367 Thomas Way, Sobieski, WI

Berndt is a cook at the CTC and said when it comes to the turnover ratio, they are not even getting people applying for the jobs. The supervisor of the 2 cook positons that left had no one to interview because there were no applications. Berndt feels people see the pay range and then do not even consider applying. She informed as a cook you have to do modified diets and they have 5 separate households plus they deal with the psych hospital. They have to know the diets, textures, be sure meals are sent to the right household and explain to the food service workers what needs to be done. Right now she cannot even use her vacation time to get it down to 80 hours because there is no one to work. She has been filling in cooking but has had to do food service work as well when they are short. They cannot even get people to apply for these jobs and she feels that is because of the pay. She noted there are 63 clients on the nursing home side plus 20 – 30 on the psych unit and they all have different types of diets that staff has to understand and know. When she was training the new people she realized how much there was to know and it takes a good 3 months to get a cook up to speed. They have been training people and then they do not stay and it is a waste of time. There is a certain quality they expect to have for the clients and when they discipline staff or tell them things they want done, staff feels they are being belittled.

Destree added that when a supervisor is gone, they also have to do the ordering and if someone calls in they are responsible to fill the open time slot.

Both of these speakers were willing to take questions from the Committee. Evans asked if a pay raise were to happen, if it would affect Berndt's pay. Berndt said it would not affect her pay at all. Evans asked Destree if the comparison she made with other positions was for positions within Brown County. She responded that it was; she did not look at any private sector jobs for comparisons. Evans asked about the positions that were recently hired per Newton. Destree responded that there is 1 position that was a part-time night position that was hired in February, but that person sustained an injury and has not been back. The position has not been filled for over a year so the night cook is staying a half hour late every night to get things done which is resulting in overtime. She also noted she has had overtime on her checks for at least the last 3 months. Berndt and Destree are both in support of pay increases for new hires for both cooks and food service workers. They also would like to bring the current staff up to par. Evans thanked these employees for coming to address the Committee because he likes to hear from them to find out what is going on and that is where change comes from and how things get solved.

Supervisor Linssen asked Berndt how she knows that no one is applying for these jobs. Berndt responded that their supervisor lets them know and she mentioned she is also involved in the interview process for the cooks to explain to the incoming cooks what the position entails. She is not involved in the application review process.

Motion made by Supervisor De Wane, seconded by Supervisor Evans to return to regular order of business. Vote taken. MOTION CARRIED UNANIMOUSLY

In response to information provided by Destree and Berndt, Newton addressed the assertion that no one was applying for positions. He noted that last time the cook position was posted, they received 8 applications and 2 were hired. Last time the food service worker was posted they had 21 applications. Newton also noted that a lot of times applications are received but the applicant is not qualified enough, although he does feel that they can easily be trained with regard to special diets and textures and things of that nature. With regard to the housekeepers, Newton informed the housekeepers at the CTC are in a higher classification of pay grade than normal housekeepers because of infection control and other things they have to learn and there are a number of different job duties which is why their pay is a little higher. As far as not being able to take a vacation, that is up to the discretion of the department manager, but with a lot of employees out on leave as well as several part-time positions being vacant and the on-call staff not being able to pick everything up, it is a little more difficult.

Supervisor De Wane questioned why a position was vacant for a year. Newton responded that it is a .35 food service position but De Wane pointed out someone still has to cover that shift. Newton said those hours would typically be covered by the on-call staff, but with a number of employees on leave that is not happening. Weininger pointed out that when someone goes out on leave, they are protected until they are ready to come back. Newton said one of the part-timers is coming back very soon and the other full-time food service worker should be back in the next 30 days.

Weininger added that administration has money set aside and the authority to use levy dollars to increase the amount for a position if they are unable to hire over an extended period of time under policy A-33. The policy also allows current employees to be brought up when appropriate so there is no pay discrepancy with newly hired people. The County Board made a determination to do a class and comp to be sure people are within market and they applied additional money to bring people below minimum up to minimum and then an additional 13.5% above the minimum so everyone should be within market. This system was set up to take care of these issues so if we are going to have a policy change, administration needs to know because there are a number of other departments that would like wage increases because they are not on the high end of the scale. Weininger said if this Committee decides to give these positions an increase, they need to also consider the 1600 other employees who believe they should be making more money. Right now HR has the ability to recruit and hire, and if that is not possible there is a process in place to increase the wage and if we bring people in higher, we can bring other people up to what the new person was brought in at. Weininger said what Newton has indicated is that the issue is more of a work environment issue or scheduling issues which they are currently working on.

De Wane asked how long HR has been working on fixing the scheduling problems within the department. Newton responded that they have been working on it for a couple months and then as of yesterday they really dove in. He went out to the CTC and had a meeting with the Food Service Manager and the Interim Administrator and they are also looking at having a third party look at the schedule and give input. Right now both the cooks and food service

workers work 10.5 hour days. Newton hopes to have everything addressed and if there are changes that need to go through the TO process that that be done by January or February.

Hoyer asked what the general philosophy of the county is when it comes to dealing with people on leave. Weininger said generally the preference is not have people on leave. FMLA has certain rules and there are other leave restrictions and the county follows all of that to protect the employee and make sure the county does not get sued. They try to get people back to work as soon as possible. There is also the ability for the food service department to bring in an LTE to help out in the short term. HR and the administration need to get together to lay out a strategy to provide some additional assistance.

De Wane asked if this has been a problem for a while, why nothing was done sooner. Newton responded that as of this summer the staffing agency they had to help cover leaves was no longer able to recruit food service workers so he reached out to a local staffing agency and got some people in to help fill in for the leaves, but unfortunately the employees that were brought in have not worked out. There were 3 different people that came on board but did not last through the first week.

Evans feels this is an issue and he believes that all 1600 employees feel they should make more money. He does not find a 10.5 hour day to be appropriate for someone making \$11 or \$12 an hour. It irritates him when labor gets pounded on but we are afraid to increase their pay because it is not fair. He likes the idea of employees coming forward and noted that these two women will not benefit monetarily from this at all; their benefit would be that they get their life back. Evans continued that pay is not the sole thing they focus on and he also understands that HR has to report to the administration and there are budget controls, etc. When someone is applying for a job, they look at the job description and title, they look at the corporate culture and the reputation of the business and the schedule and benefits and it is anticipated the pay will be there. For a position like a cook or a food service worker, pay is important and that is probably the first thing they are going to look at, followed by the schedule. Evans feels we should bump up the pay for these people by several dollars. He referenced Newton's comment that the housekeepers have to learn infection control and other things, but we also just heard that the cooks and dietary workers have to learn and have knowledge of the dietary restrictions of everyone they are cooking for. Evans reiterated he feels the pay needs to be increased. The Board represents the people of Brown County and our employees and is the governing body that decides how the money is spent and who is paid what. He also understands where administration is coming from and that they want to stay within their budget and he acknowledged that he also feels administration likely wants the best for the employees of Brown County. He does not feel giving these positions an increase will greatly affect the budget. He is very proud of the CTC and fought for it and is proud of the work done there and wants to be sure that everyone who works there are doing their jobs and being treated fairly and at this time he does not feel they are being compensated fairly.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to increase the pay for food service workers and cooks at the CTC by \$2.50 per hour. Vote taken. Ayes: Evans, De Wane; Nay: Linssen, Brusky, Hoyer. MOTION FAILED 3 to 2

Linssen strongly opposes this and is sick and tired of giving people raises based on who complains the loudest. There is a system in place for this type of stuff and administration carries it out. We have heard from administration that there is an explanation for some of the complaints we are hearing. From what Linssen is hearing, it sounds like they are more under staffed than under paid. These are issues that need to be taken care of by a manager or administration. It sounds like they are getting people for the job but they are working with staffing agencies and it is causing problems. Before simply giving someone an arbitrary raise based on what they feel someone should get, Linssen would like to give administration and the the management of the department time to work on addressing the other situations and he noted that regardless of what the pay is, the same amount of hours will still need to be worked. Having someone out on medical leave or FMLA is not going to change with the amount of pay they get. Linssen said the Board has an obligation to the taxpayers to not spend money here or there based on who comes to say they are having a rough time, for whatever reason. Evans informed he disagreed with this. Linssen believes we have an obligation to look into this and address the situation, but he does not feel just throwing a raise into the budget is the right way to do it. After other avenues have been explored and this is the only solution at that point, he would not have an objection to relooking at this, but he does not feel it is good management or good stewardship of taxpayer dollars to just throw a raise into the budget. He would like to see this held for a month and then review this after the budget meeting to give administration a chance to see if there are alternative ways to cover staffing.

De Wane is in full support of this. He agrees the Board has obligations to the taxpayers but said the Board also has an obligation to the all departments throughout the county to be sure they are focused and running properly and are staffed appropriately so they can do a good job. He noted that the people who came forward came here honestly and they will not benefit at all from a wage increase but they talked honestly about the work conditions and the hours. De Wane said people do not stay at jobs with low pay and poor conditions. He also talked about the added stress on the current staff and he does not feel that is fair. De Wane continued that HR has known about this for a long time and added that these people have to know what they are doing so they do not serve something to someone they shouldn't have which could result in the county being sued.

Supervisor Brusky informed she will not support this. She feels the wages appear to be competitive and everyone has had low paying jobs at some point, but even with the lowest paying jobs there are things they need to know and learn. In comparison to what is being done outside the county, it sounds like these people are being paid a fairly good wage. She also noted that there is a policy in place to address these things. She would like administration to continue to look at this and assess it, but she feels raising wages by \$2.50 an hour is inappropriate.

Hoyer asked if administration has an idea given the number of employees or open positions underneath the average, what the fiscal consequences would be. Weininger responded that what would have to happen according to the ordinances is that this would be referred to HR and a table of organization change would have to be done through a resolution. This cannot be done in the budget per ordinance. When this is reviewed, administration and HR would sit down with the CTC administration and look at the Outagamie County model and/or look at changing the hours and then look at the wages. If that is the direction of the Committee, administration will look at it and bring it back. Weininger reiterated this is not about dollars because there is money set aside. If the County Board authorizes him to increase the wages if there is a hiring problem, he can do that. It is more of a functionality issue to be sure that the real concerns are addressed. Weininger also said there is a 2.07% wage increase set aside in the budget and there is also an additional dollar amount set aside that could be tapped into at a later date if necessary.

Evans noted we can make motions to change anything and he has seen things get crazy over the years. He understands what Weininger is saying about if we do this it will disrupt other parts of the county, but he finds this a weak position. There is a problem and it has been brought forward. There is a communication and we could take care of this under the budget portion of the meeting. Weininger clarified that position changes need to be done by resolution and the process would include a resolution going through Executive Committee. Evans said he understands the process and he also understands what Weininger's recommendation is to be given time to talk to the CTC about this. Evans understands what Weininger's recommendation is from an administration standpoint, but he is looking at this from the perspective of being the legislative body. The legislative body can authorize a resolution, pass it to the Executive Committee budget meeting and then to the County Board and that is what he would like to see.

Linssen wished to clarify that his position is not just to say no. He is not saying they should not get a raise; he is saying that if they are going to get a raise, it should go through the appropriate channel and in this case that would be going back to administration so they can bring back a proposal as to how to solve this. Evans said there is a problem with the comparables they used and Linssen said he would like to give administration the chance to review this and come back with something we are willing to support.

Newton clarified that the reason they used the comparable counties they did is because they have to compare with a county-run long-term facility and there are not a lot of counties that have county-run nursing homes.

Hoyer agreed that this needs to be looked at further and does not agree with a dollar number pulled out of a pocket. At this time the motion made earlier was voted on.

Supervisor Tran informed they had a similar issue at PD&T recently regarding some positions at the airport and Weininger was asked the same questions at that meeting that he is being asked here about how other departments with employees with low wages would be affected if increases are given to some employees and not others. This is something that has to come from HR and the administration and we have to follow the processes put in place to be sure that everything is equally fair for all employees, not just those in certain departments. De Wane said we will do that if the issues are brought forward, but if they are not brought forward we do not know about them.

Weininger said the process would be that employees bring their concerns forward to their supervisor who would then go to the department head who can then work with HR to try to resolve the issues. This process has been followed in

a number of other departments and has worked. The key is to make sure it flows up so it can be addressed. Weininger feels part of the issues at the CTC are because there are a few people out on leave which has put additional pressure on other employees. They did try to resolve it but that was not as successful as it could have been. A TO change will probably be brought back saying cooks will all make X and food service workers will all make X.

Motion made by Supervisor Linssen, seconded by Supervisor De Wane to hold for 30 days to have Administration address the concerns raised and report back. Vote taken. Ayes: Linssen, Brusky, Hoyer, De Wane; Nay: Evans. MOTION CARRIED 4 to 1

BUDGET REVIEW REVIEW OF 2020 DEPARTMENT BUDGETS

<u>Comments from the Public – Budgetary Items.</u> None.

Syble Hopp School/Children with Disabilities Education Board

1. Review of 2020 Department Budget.

Syble Hopp Business Manager Carolyn Macaque informed that nothing has changed in the Syble Hopp budget since it was adopted in the spring.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to approve the Syble Hopp budget. Vote taken. <u>MOTION CARRIED UNANIMOUSLY</u>

Aging & Disability Resource Center

2. Review of 2020 Department Budget.

ADRC Director Devon Christianson provided an annual report, a copy of which is attached. She thanked the Committee and administration for the incredible support they receive; both financial and morale support. The ADRC enjoys a tremendous reputation and much of that has to do with the incredible support of their Board and staff as well as this Committee.

With regard to the ADRC budget, Christianson said there is nothing hugely eventful. She spoke of their initiatives and said they have asked themselves over the last few years how to begin to look forward past the next year or the next five years. In 2020 the ADRC will be engaging in foresight analysis with their Board and managers. The aging population is exploding and they know that government dollars are not going to keep pace so they need to find new and creative ways as to how to meet the needs. Part of this has been to do a mission, vision and values refresh and Christianson said they are very intentional about the culture at the ADRC and the staff is heavily involved in what is valued and how they behave as an organization and they spend a lot of time on this.

Christianson continued that another thing they will be doing is exploring legacy giving. There is a task force on this that is looking for ways to reach into the hearts of the people they serve and find ways to sustain themselves through foundations to set up some sustainability. They understand they have to be more assertive and smart in ways to receive dollars.

The only thing that may look more major is that there was a \$254,000 investment in the building and that is money the ADRC board has set aside to improve the heating, air conditioning and roof.

Linssen asked for an update as to how the café is doing. Christianson responded that they do a special report on that for their Board and she would be happy to come back and share that information. Overall Christianson said that after two years of making some significant changes, they are just under the break-even point and it was estimated that the dollar amount under the break-even point is about \$7,200 as of the end of September. It was noted that the holidays are coming up, but they do not have a lot of history to project out that far. It was also noted that they do have the ability to hire a half-time young adult with disabilities to work within the café and that was a gamble they took and contributes to not meeting the break-even point. Christianson said they could have made the choice not to hire the person with disabilities, but giving employment was one of the commitments they made to the community. Christianson feels confident in the direction the café is going and it was noted that the farmers market days do very well and they are also seeing more catering and people coming in to eat.

Brusky said she is very proud of the ADRC and the wonderful things they do. At the recent WCA Conference people were bragging about Brown County's ADRC and she thanked Christianson and her staff. Brusky noted that under other financing sources for the 2020 budget there is \$0 and this is the same in several department budgets. Christianson responded that that represents Brown County supporting the ADRC during the cost of living increase and that is decided at the County Board level. At the time the budget is put together, they do not have the dollar amount as to what they are able to give their staff for cost of living adjustments until other larger decisions are made and that is why there is a \$0.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to approve the ADRC budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Veterans' Services

3. Review of 2020 Department Budget.

Veterans' Service Officer Joe Aulik reported they have done a lot of revision in their budget including changing the mission statement, cleaning up the program description and changing the metrics to follow things more closely in the office to show what they do and what they are capable of. They are also doing some upgrades in the office for things like desks and chairs. There is also a position that they are changing to Assistant CVSO which will give more bang for the buck. They do a lot of events on weekends and evenings and his assistant CVSO is out covering these events and this will also allow for both the CVSO and Assistant CVSO to be at events at the same time without going into overtime or comp time. There is also an increase in travel as training is very important in the VA because of the complexities of compensation and pension claims. They are also expanding their footprint by doing things like opening twitter and Instagram accounts. Aulik continued that they distribute a lot of pamphlets at various events outlining the services provided by their office which brings a lot of interest to the office as far as veterans seeking their benefits. It was noted that awareness is the biggest thing and the VA does not advertise so Aulik's office is working on becoming more visible.

Hoyer thanked Aulik for his efforts in energizing the office and said it is noticeable. De Wane complimented Aulik on what he has accomplished so far. Aulik said the bottom line is that connecting veterans with their benefits and services saves lives. They do all they can to help veterans and he hopes to be on TV and radio eventually.

a. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Veterans' Services Department – Table of Organization. 19-098R.

This resolution will allow both Aulik and the Assistant CVSO to do events at the same time.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to approve the resolution. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve the Veterans' Services Department budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Health & Human Services

4. Review of 2020 Department Budget.

Health and Human Services Director Erik Pritzl said their first focus is preserving the mandates for things like protecting kids, protecting adults, running inpatient settings, economic support and public health programs. That is the first focus and those have been preserved with really no reductions in the budget.

Then they look at the structure of the department and the different units in the department to see if there are ways to do things differently that will put the department in a better position for the future, or if there are things that need to be taken care of now that are affecting the way they do business or in some cases recognizing a major influx in revenue, such as in Child Protective Services. Pritzl intends to add 13 positions in Child Protective Services as well as changing another position to provide some oversight to that area along with providing case workers, service aides, support positions and a coordinator to oversee the functions of the area. This is due to the state change where the allocations were changed which gave the Department a great chance in 2020 to make some big changes.

Pritzl continued that they also looked at how other positions are structured and they also worked with HR on tiering positions to be able to offer some sort of progression where they could and they had to isolate those based on position titles and funded units and then look at revenues coming in or changing. This is starting out in 2020 and they want to carry it forward in the future to the best of their ability when they have dollars available which will give people the chance to post into higher positions and see some progression in their pay structure which is important.

De Wane asked if the employees were talked to with regard to all of these cases with position structure so they understand what is going on and have an opportunity to give input. Pritzl responded that they did in some cases, and other cases they looked at recommendations and are implementing them. De Wane also asked if any positions are being eliminated and Pritzl said there is one positions that will change and there is currently someone in that position but they will try to get that person into another position they are eligible for. This position is located within the Treatment Center and the job has been in place for quite a while.

Interim Hospital and Nursing Home Administrator Samantha Behling informed the position we are talking about is outlined in the resolution at Item 4h on the agenda. The person in this position has been employed with Brown County for 25 years. The position is the therapeutic recreation services manager. De Wane asked if this person knows this is happening and Behling said the individual has been informed about this. The occupational therapist position is a psychiatric hospital regulatory requirement. Right now the county has a waiver that allows the therapeutic recreation manager to complete the role, but it has been identified over time that a higher level skillset is needed within the waiver. Behling has had a conversation with the individual who is aware of the position request and they are working with HR to try to find another opportunity to maintain employment within Brown County. Behling continued that by employing an occupational therapist, that position can be used campus wide and they can eliminate the contracted services for an occupational therapist position as well as meeting the regulatory requirement and ensure that the certified occupational therapy assistant is being overseen by the correct skillset. In order for the therapeutic recreation services manager to say in the position, they would need to obtain an alternative degree to learn the skillset which Behling believes is at least a four year program. Behling is hopeful they will be able to hire an occupational therapist and she has talked to other counties about their experience. She has heard that it sometimes is difficult, but feels there is enough candidate pool looking for job opportunities. Evans asked if the therapeutic recreation services manager will be kept in their position until an OT is hired. Behling said if the position is eliminated and replaced with an occupational therapist, there would not be an opportunity to keep the therapeutic recreation services manager in 2020. Evans said she could come back to the Board to ask that that person be kept on until the OT position is filled.

Pritzl informed they intend to start recruitment after the budget is approved by the County Board. He understands they cannot hire until after the first of the year, but at least they will be able to see what the market is like. Evans asked that this Committee be kept informed. Weininger informed there may be some flexibility to keep the person in the current position on in an interim basis, but they will have to talk through all of this. The problem is from a licensing standpoint. Behling said occupational therapists in the psychiatric setting are heavily involved in treatment planning and what the psychiatric treatment plan looks like; it is not just physical therapy. The person currently in the position does not meet the regulatory requirements and qualifications. Both Evans and De Wane said it worries them when positions are eliminated.

Evans and Hoyer both commented on how all areas of the department are somewhat lumped together in the Budget Book which can be overwhelming. Pritzl commented that they do prepare a document that goes to the Human Services Board that does break things down a little more so you can see where property taxes are allocated, where other revenues come in, where major personnel costs and operating expenses are. It goes program area by program area and that will be coming to this Committee as part of the Human Services Board. Pritzl said he can provide that document to the committee via e-mail.

Behling clarified that the employee who has been employed with Brown County for 25 years has only been in the therapeutic recreation services manager position for 4 years. Weininger reiterated that HR has been looking for an appropriate fit for that person to remain with the county.

With regard to everything being lumped together in the budget Weininger said they can look at breaking this up into divisional budgets in the future.

De Wane asked if there are any other employees that are losing their job. It was stated that there was only one person who will be losing their job. Hoyer asked if any of these resolutions create brand new positions without having an offsetting deletion. Pritzl will explain that on a resolution by resolution basis as each of them are discussed.

Evans questioned the reduction in purchased services from \$990,000 to \$720,000 on Page 132 of the Budget Book and asked if the county is bringing more of these services in-house. It was indicated that much of that is due to the day report center being brought in-house. Pritzl informed purchased services can change from year-to-year depending on the consumers the county is serving, changes at the state level and other factors. The core purchased services, aside from the day report center, remained at what they were last year. Evans questioned what the remaining purchased services were for and asked for a breakdown. Finance Manager Eric Johnson said the amount Evans is referring to is the generic purchased services. Pritzl added that other than the day report center, purchased services were not changed for the 2020 budget.

*Following the discussion on Item 4a, Johnson informed he has been able to isolate the generic purchased services account and the majority of the \$200,000 decrease was the day report center because it is a half year instead of a full year so \$183,000 relates to the day report center that has been brought in-house. Another \$10,000 relates to something that was budgeted to the generic purchased services but has been re-budgeted in a more specific line in 2020. Evans thanked Johnson for the information but informed he would like a breakdown of the remaining \$500,000 as his job is to evaluate the budget presented by the County Executive and he wants to know what these figures entail. Pritzl said purchased services include things like therapy for child protection and youth justice, it can include placements in adult protective services or behavioral services. The purchased services are community based purchased services that the county cannot provide so they are purchased. Weininger added that the person who runs Purchased Services has an itemized list which can be provided to the Committee.

a. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Public Health Division Table of Organization. 19-090R.

With regard to the currently vacant Health Aide position Brusky asked if that position is needed in the future. Pritzl responded that he feels the position would be better utilized as a Laboratory Technician to do the activities outlined in the resolution. It is not that they do not need a person to do the work, it is that they need a slightly different position to do the work and in looking at some things on the horizon, this will put the Department in that position. Brusky also mentioned the fringe benefits for the Laboratory Technician and noted that they seemed quite high in that there were \$21,000 for a \$37,000 position and she has noticed that the fringe benefits are not consistent in other positions as well. Senior HR Generalist Kara Navin explained that when someone new is coming into a position, they calculate the benefits at the blended rate between family and single because they do not know what plan the person will take. If the fringes are calculated for a current position, they use what the person is currently taking for fringe calculations.

Motion made by Supervisor Linssen, seconded by Supervisor Brusky to approve. Vote taken. <u>MOTION</u>
<u>CARRIED UNANIMOUSLY</u>

b. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Treatment Center Division Table of Organization. 19-092R.

This is a straight deletion of 2 vacant positions. The Clerk Receptionist position is not needed and the Clinical Social Worker position is an every other weekend position and they were able to schedule those hours through current staff. Hoyer asked if finding part-time staff is more challenging and Pritzl responded that in general it is easier to fill a full-time position, but there are some people who do want the part-time weekend hours.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION</u>

CARRIED UNANIMOUSLY

c. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-094R.

Pritzl informed this is for a licensed mental health professional to work with the Comprehensive Community Services Program providing case management services in the community for people with severe mental health issues.

Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMOUSLY

d. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Public Health Division - Table of Organization. 19-095R.

Evans asked if these positions are being moved around because of pay or because of recruiting or for some other reason. Pritzl responded that they are getting rid of some designations and tiering positions so that there is a progression opportunity for people as they move into those positions and if something opens at a higher wage rate they can be moved up. Weininger explained further that this is not going to reduce anyone's wage, the positions are just being deleted and then recreated with tiers to address issues with progression.

Van Dyck informed that in the future it would be nice if all Board members could get an electronic version of resolutions that relate to the budget to make it easier to follow.

Motion made by Supervisor Evans, seconded by Supervisor Linssen to approve. Vote taken. <u>MOTION</u>
<u>CARRIED UNANIMOUSLY</u>

e. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Public Health Division - Table of Organization. 19-096R.

Public Health Officer Anna Destree informed this resolution is to delete the Public Health Nurse and create a Community Health Strategist position.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMO<u>USLY</u>

f. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Treatment Center Division Table of Organization. 19-100R.

This is changing from a contracted service to an actual hired service to get more hours and more service from these positions. It is anticipated there are people directly interested in these positions and Pritzl does not have large concerns with regard to hiring.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION</u> <u>CARRIED UNANIMOUSLY</u>

g. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Treatment Center Division Table of Organization. 19-101R.

This resolution is to to staff the CBRF to be sure there is an appropriate staff to resident ratio, especially in the overnight hours. Because the census has improved on this unit, there is more staff necessary. Linssen asked how this was being handled prior to this addition. Pritzl responded that they did not have the same census but if staff was needed they would use call-ins or overtime. Johnson added that in the past staffing needs were met by asking people budgeted in other areas to fill in at the CBRF.

Motion made by Supervisor Evans, seconded by Supervisor Linssen to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMOUSLY

h. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Treatment Center Division Table of Organization. 19-102R.

Brusky noted the annualized budget impact on the resolution is different than the fiscal impact on the submission form. Weininger informed that the figure on the resolution table is correct and approving the resolution will approve the correct figure.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMOUSLY

i. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-108R.

This resolution will allow the Department to use state dollars next year to add positions and give them a chance to see how it will work with the additional support, plus case worker plus supervisor.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION</u> <u>CARRIED UNANIMOUSLY</u>

j. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-109R.

This position has responsibilities for monitoring settlement agreements and commitment orders for people with mental health issues who go through the court process under emergency commitments. The number of people on supervision in this area with severe and persistent mental health issues has increased and therefore it is necessary to add this position.

Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMOUSLY

k. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-110R.

This position will ensure that each of the treatment courts will have a dedicated case manager in 2020. Pritzl recalled Judge Zuidmulder coming to a previous meeting and indicating there was not a dedicated case manager for veterans' court. This resolution will provide a case manager for veterans' court which will also allow a greater number of veterans to be served.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken. <u>MOTION</u>
<u>CARRIED UNANIMOUSLY</u>

I. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-111R.

This came out of the Schenck report of the CTC. As the population changes demographically, there are increases in terms of emergency placement as well as other protective actions. This position will help address those increases.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMOUSLY

m. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-113R.

De Wane commented this is just changing the job description. Pritzl said the person that is currently in the position is actually not a psychologist so behavioral health clinician is the appropriate title for a lot of the work, with the exception of testing as the behavioral health clinician cannot do the same level of testing that the staff

psychologist did. The position will become vacant through a retirement and that is when the change will be made. Pritzl said they do not need a psychologist position moving forward as they can purchase testing if they need it.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. <u>MOTION</u> CARRIED UNANIMOUSLY

n. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-114R.

This will create opportunities for people to slot into groups of like paid positions and then if there is a progression possible people can go into those based on length of service and performance. People will not be losing wages with this. There is a lot of turnover in Economic Support and they have made some gains in the last few years in terms of pay, but they have heard loud and clear that the demands of the job and not being able to progress is a significant issue and this resolution will create some opportunities with a tiered structure.

Motion made by Supervisor Brusky, seconded by Supervisor Evans to approve. Vote taken. <u>MOTION CARRIED</u> UNANIMOUSLY

o. Resolution Approving New or Deleted Positions During the 2020 Budget Process in the Health and Human Services Department – Community Services Division Table of Organization. 19-115R.

Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve. Vote taken. <u>MOTION</u>
<u>CARRIED UNANIMOUSLY</u>

p. Resolution Regarding Table of Organization Change for the Health and Human Services Department – Community Services Division – Youth Support Specialist. 19-121R.

Motion made by Supervisor Evans, seconded by Supervisor Linssen to approve. Vote taken. <u>MOTION</u> <u>CARRIED UNANIMOUSLY</u>

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve the Health and Human Services budget. Vote taken. MOTION CARRIED UNANIMOUSLY

NON-BUDGET ITEMS

Comments from the Public - Non-Budgetary Items

Lindsey Lefebvre, 617 Melrose Avenue, Green Bay, WI

Lefebvre thanked the Committee for allowing her to speak. She is here because a lot of counties in the state have starting putting forth motions to eliminate personal conviction exemptions for kids to still attend school if they are not conformed to the CDC schedule completely for vaccines. She does not support that and wanted the Committee to hear from someone the Committee represents and she feels there needs to be a lot of discussion on this.

Report from Human Services Chair, Erik Hoyer

Hoyer commended Public Health Director Anna Destree for handling the pollution issue very well, calming the community and being forthright and representing the county well. Hoyer also noted that a drug collection was held earlier in the day.

- 2. Review Minutes of:
 - a. Aging & Disability Resource Center Board of Director's (July 11, 2019).
 - b. Children with Disabilities Education Board (August 20 & September 17, 2019).
 - c. Human Services Board (September 12, 2019).
 - d. Mental Health Treatment Subcommittee (August 21, 2019).
 - e. Veterans' Recognition Subcommittee (September 17, 2019).

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to suspend the rules to take Items 2a, c, d and e together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor Brusky, seconded by Supervisor Linssen to receive and place on file Items 2a, c, d and e. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Evans to receive and place on file Item 2b. *No vote taken*.

With regard to Item 2b, Brusky noted that in both sets the Children With Disabilities Education Board minutes, there are some action items where there is a motion and a second, but no vote shown. Linssen feels these minutes need to be sent back as they are incomplete minutes. For example, on the August 20 minutes, Items 7 & 8 there are motions with a first and second, but no notation as to the outcome of the motion.

Motion made by Supervisor Brusky, seconded by Supervisor Evans to send incomplete minutes back to staff. Vote taken. <u>MOTION CARRIED UNANIMOUSLY</u>

Wind Turbine Update

Receive new information – Standing Item.

Motion made by Supervisor De Wane, seconded by Supervisor Evans to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Human Services Department

4. Executive Director's Report.

Evans asked Pritzl to provide an update regarding the juvenile secure detention center. Pritzl informed he does not have any new information from the state. The plan went from the grant committee to the joint committee on finance but he does not believe the joint committee on finance has met yet. It is anticipated the joint committee on finance will find the funding to fund all the facilities as recommended. With regard to construction, Pritzl said they have estimated a construction cost based on square footage, but they are not going any further at this time because there are not funds available to hire an architect and project manager to start doing design work. Until the state says the county is awarded money, the county is not going to hire anyone to start working on this.

Pritzl continued that the timeline is for a facility to be operational by July 1, 2021, but he does not feel it is reasonable to expect to get through all of the schematic design, site prep and construction that fast. He said the grant committee did like what the county proposed, but at this time no money has been set aside in the county budget for this for next year. If the money is granted by the state, we would have to then work through where the funds would come from that the county would need to move forward. Evans feels it would be prudent to put some money aside for this, but at the same time he feels the state may reduce what they would have given if they know that the county has set money aside. Pritzl noted the county has to have approximately \$2 million dollars in match funds for the project. Evans said putting some funds aside for this can be discussed further at the budget meeting. He feels setting aside some money at this time would be good, but Pritzl informed although he completely appreciated the idea of setting aside some money for this, he would also like to come back with some ideas of where they can identify some funding. Evans said he will bring this up again at the budget meeting for further discussion. As far as operations, Pritzl did not have much of an update other than they estimated conservatively high for staffing meeting all standards. The issue has been raised at the state level and it was in the report from the grant committee as well saying counties have expressed concerns regarding operating and making sure to the extent possible the state will assist with operating losses if there are any. Brown County is proposing to fund this through fees for services offered to other counties around us and using our own dollars that we are currently using to purchase those services from state correctional facilities now. There is still more work to be done around that topic at the state level because the counties proposing these facilities do have concerns, but that is another county budget away and another state biennial budget away.

Motion made by Supervisor De Wane, seconded by Supervisor Evans to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

5. Financial Report for Community Treatment Center and Community Services.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to receive and place on file. Vote taken. <u>MOTION CARRIED UNANIMOUSLY</u>

- 6. Statistical Reports.
 - a. Monthly CTC Data.
 - i. Bay Haven Crisis Diversion.
 - ii. Nicolet Psychiatric Center.
 - iii. Bayshore Village (Nursing Home).
 - iv. CTC Double Shifts.
 - b. Child Protection Child Abuse/Neglect Report.
 - c. Monthly Contract Update.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to suspend the rules to take Items 6ai, aii, aii, iv b & c together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor Linssen, seconded by Supervisor Brusky to receive and place on file Items 6ai, aii, aiii, iv b & c. Vote taken. MOTION CARRIED UNANIMOUSLY

7. Request for New Non-Continuous and Contract Providers and New Provider Contract.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken. <u>MOTION</u>
CARRIED UNANIMOUSLY

Other

8. Audit of bills.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to acknowledge receipt of the bills. Vote taken. <u>MOTION CARRIED UNANIMOUSLY</u>

9. Such other matters as authorized by law.

Hoyer informed their meeting was usually on the evening before Thanksgiving in November and proposed to bump it up a week. It was decided to hold the next Human Services meeting on Thursday, November 20th at 6:00 pm.

10. Adjourn.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to adjourn at 7:40 p.m. Vote taken. MOTION CARRIED UNANIMOUSLY

Respectfully Submitted,

Alicia A. Loehlein Administrative Coordinator Therese Giannunzio
Administrative Specialist





44k+
connections

133k+
meals served

35k+
registrations

417
amazing
volunteers

801
outreach
events

2018 Data Collection

Connecting Customers

to Services

44,533

Nutrition Program Congregate Homebound	Meals Served 39,767 93,870	Customers 1,214 948	
Total	133,637	2,162	

Prevention & Programming
Events 3,633

Events
Registrations

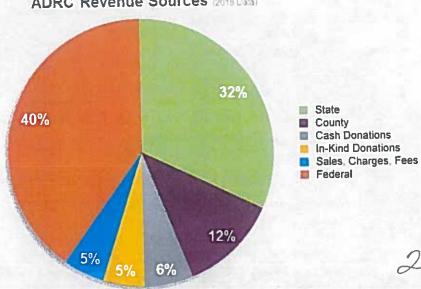
Volunteers

Number of Volunteers	417	
Dedicated Time (in hours)	29,977	
Value of Time	\$310,605 \$65,118	
Other In-kind (rent, mileage, equip)		_
Total In-Kind	\$375,723	

35,919

Outreach Medicare	Events 197	Attendees 3,968	
Dementia General Other	533 71	2,152 1,542	
Total	801	7,662	

ADRC Revenue Sources 2018 Caral



2 | Annual Report

2018 Envisioning the Future

Director's Message

In 2019 ADRC celebrates 40 years of serving Brown County.! It has been an adventure in "change". In 40 years we have changed our location, our look, our staff and our name-more than once. We have expanded services beyond older adults, adding adults with disabilities in 2005. We embraced that change and are better for it. For all of my professional career, messaging from state and federal sources, networks and academics have forewarned about the imbalance of demographics with the aging population. ADRC has been in the unique position, to anticipate and respond to what the Brown County landscape might look like. The next 20 years will bring us to the height of the population shift and we will be ready!

Some changes are new and exciting, others are a challenge. Brown County, like the rest of the nation, is experiencing a reduction in congregate dining participation. This federal program has many of the same program quidelines as when it was designed in 1960! We need to think creatively and proactively to modernize our programs within the guidelines that exist. We have discovered baby boomers are less likely to commit to a 5 day a week dining experience, but want more. More variation, more education, more ability to drop into a meal program when they are available. Who wouldn't?

We have realized more customers are contacting us via email and looking for information on-line, via website, and Facebook. How will we keep pace with new technologies and social media platforms-even twitter? With all of the "noise" online, we believe that some things haven't changed-we need to connect to each other. How can ADRC impact the growing epidemic of isolation and loneliness in a world filled with overwhelming bings and dings on our phones? We find people feeling alone in a room full of people, and a "friends" list of hundreds.

As a customer driven organization, we challenge ourselves to envision the future. reinventing how we do business, pushing barriers, and advocating for systems change that matters. To do this we need to listen to our customers and community. During 2018, in preparation to writing our three year (2019-2021) plan, we engaged a wide range of individuals (nearly 200). We used focus groups, one-on-one interviews, and electronic surveys. As we listened major themes emerged outlining the challenges, hopes, and needs of our customers and community. These themes provided focus for the development of the goals and objectives that will guide us over the next three years.

Some of the themes include: advocacy, modernizing the nutrition program, services to people with dementia, healthy living, and mental health. We learned so much. Respondents helped deepen our understanding of their challenges, joys, and dreams. The next three years holds many opportunities to address the priorities of our customers. We are excited about engaging them and our community in actively pursuing real solutions. Join us, let's "change" together for the better!

~ Devon Christianson, Director

"The only way that we can live, is if we grow. The only way that we can grow is if we change. The only way that we can change is if we learn. The only way we can learn is if we are exposed. And the only way that we can become exposed is if we throw ourselves out into the open. Do it. Throw yourself."

~ C. JoyBell C.



Advocacy

Advocacy is at the heart of ADRC - locally, statewide, and at the national level. ADRC is called to provide individual advocacy, help customers cut through red tape, and break down barriers. ADRC also champions systems change through policy and legislative processes.

Meeting with a focus group of persons with disabilities, we were asked for assistance in developing their own advocacy team. We jumped at this opportunity, bringing them together with an existing group of older adults with a passion for advocacy. These new friends, supported by ADRC staff, worked together to develop mission/vision and goals. The energy of the new group is amazing.

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has." ~Margaret Mead

Stay Healthy, Stay Active

Helping people of all ages and abilities to stay healthy and active not only impacts the quality of our customer's lives, but it reduces and/or eliminates the need for costly long-term care services. Focus group responses backed this up. People are looking for affordable opportunities to stay connected, active, and healthy.

ADRC programming included evidence based classes addressing falls prevention and chronic disease management, along with one-time screenings, educational events and classes. It explored many dimensions of wellness with a wide variety of offerings.

College students have shared their talents leading very popular classes. Who would of thought a harmonica class would have a waiting list? Four brain health programs were developed, again with a waiting list and 100% of participants saying they would recommend it to others.

Engaging Community Professionals

Community professionals also offered their talents. Offerings included exploring mindfulness, essential oils, painting, sketching, dancing, cooking, exercise, body mechanics, balance and skin screenings, downsizing your household, advance directives, funeral planning, and more, with most having waiting lists.

The Prevention Coalition, made up of local health care providers, health and fire departments, and emergency medical technicians (EMT), were key to the success of a paperless falls referral program. The program provides an online way for EMT staff to make a referral, with the faller's permission, while still at their home. A video was developed to help other departments understand both how to make a referral and the benefits to their department and persons they serve. In 2018, two additional departments signed up.





Modernizing Nutrition

We learned people are interested in more food choices and reliable nutrition information they can trust. Customers want to understand how to read food labels to help make better choices and prepare heathier meals while being budget conscious.

Appealing to Changing Appetites

In 2018, the nutrition program added a second entrée option each day. Not only did diners have a choice between two entrees, they also had new menu items to choose from, including ethnic dishes. Diners loved the changes - it was a hit!

Master Gardner's were vital to the success of the raised garden beds behind the ADRC Annex, located across the street from the main office and Grounded Café. Thanks to their knowledge and expertise, the gardens provided 75 lbs of produce which was used in Grounded Café! Garden to table freshness and goodness, delicious!

Staff were busy providing nutrition education on a number of asked for topics that included:

- Cooking for One or Two
- Eating Healthy for Less
- · Tips on Reading Food Labels
- · Organic vs Non-organic

A wide variety of communication mediums were used to help expand our reach (ADRC Magazine articles, table tents, placemats, and in-person presentations).

We are challenged to meet the growing demand for homebound meals while addressing declining participation in congregate dining, all with funding that has not kept up with increasing costs.

Congregate dining started in 1979, with one of its goals to address isolation. Isolation and loneliness have been identified as a national health concern. According to the Harvard Business Review, 40 percent of U.S. adults report feeling lonely. It impacts all ages and abilities. Prolonged social isolation has the same health risks as smoking 15 cigarettes a day.





Grounded Café -

everyone welcome. all ages. all abilities.

Could we improve congregate dining attendance, reduce isolation and break down the stigmas of ageism and disabilities? The answer is "yes!" at Grounded Café a place where everyone is welcome – all ages and abilities. At Grounded, all people have value and the ability to work and succeed. The mission is to provide job training for persons with disabilities and introduce new people to ADRC. Grounded Café changes the stereotype of old, frail, disabled, low-income, and breaks them down, changing the way people see people.

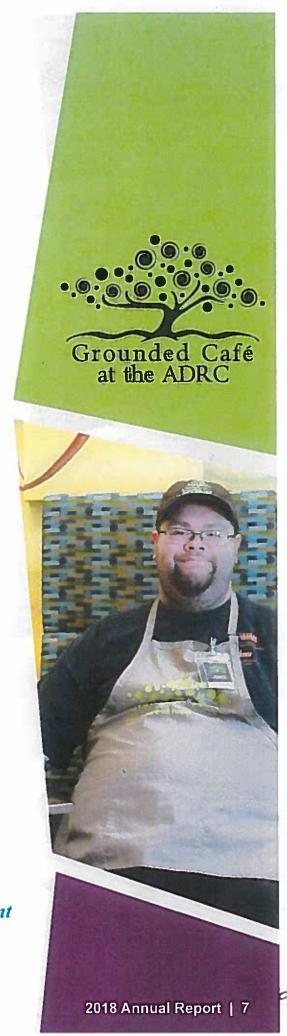
Starting in 2017, Grounded Café picked up steam in June 2018 with the addition of the "Dream Team". This added culinary, outreach, and operations talent. With an expanded menu, catering, and seasoned restaurant management and training experience, the café was ready to add Saturdays during the Farmer's Market Season. Sales increased by 41%. As a self-sustaining program, the increased revenues allowed for expansion of the job training program to more schools.

Grounded Café has far exceeded expectations.
Since opening, nine trainees have realized their dream of employment in the community. Attendance has increased at the congregate dining program, which shares the space.
On a typical weekday at Grounded Café you'll find people of all ages and abilities including:

- · Persons meeting for business
- Friends getting together for lunch
- Mom's with kids

We hear over and over again how great the food is and what a beautiful, welcoming space the café is. Exciting things to come with plans for online ordering, delivery, more live music, and special events.

"An unexpected surprise! Great food, excellent coffee, reasonable prices along with entertainment in a spacious yet cozy atmosphere. My new "favorite" breakfast and lunch place."





Customer Focused

Respondents helped deepen our understanding of the challenges they face. Customers are looking for ways to live where and how they want. Caregivers need support and help looking for answers.

Caregiving

Family, friends, and neighbors as caregivers provide 80% of the support and care for older persons and adults with disabilities.

We take responsibility for compiling unbiased comprehensive information about providers and services in Brown County. Caregivers struggle with imagining who or what will help them. ADRC staff understand this and know how to talk to caregivers, at their pace, building trust and learning about their situation. Staff do the leg work, laying out options and helping them plan. Empowering caregivers leads to relieving stress and avoiding burnout so they continue to care for their loved one.

Waitlist Eliminated!

In 2015, Family Care and IRIS programs finally came to Brown County. Persons who qualify get the services they need when they need them. Following state protocol, ADRC staff worked diligently to eliminate the waitlist by personally assisting over 1,600 individuals who had been waiting for Long Care Services to become available, understand and enroll in the program of their choice. In 2018, a major milestone in support of family caregivers was achieved as staff helped the last persons waiting to enroll in Family Care or IRIS.

Caregiver Coalition

ADRC developed a Caregiver Coalition comprised of caregivers, advocates, Oneida Tribe, businesses, agencies, and organizations to develop ideas and combine resources to reach and support caregivers in Brown County. The Coalition works to find creative ways to engage caregivers, providing support and relief so they can continue their lives, i.e.: working, parenting, etc. while doing the important job of caregiving.

In 2018, the Coalition:

- Surveyed grandparents and other relatives raising children on needs to develop programs
- Sponsored educational events:
 - Journey Forward helping adult siblings who are caregivers
 - Evening to Learn and Connect for those with Down Syndrome and Alzheimer's Disease
 - Special Needs Trusts & ABLE Accounts session with a local attorney
 - Understanding Medicare for Caregivers of Seniors
 - The Healing Power of Music
- Celebrated National Family Caregiver Month:
 - 52 events offered during November from fun to educational. Free respite offered so caregivers could attend.

"I have come to believe that caring for myself is not self-indulgent. Caring for myself is an act of survival." ~ Audre Lorde





Dementia: Calling for Community Wide Solutions

Dementia is non-discriminatory. It can affect anyone at any age. One in 10 persons age 65 will have Alzheimer's or a related dementia. After 65, a person's risk doubles every 5 years. Early diagnosis is the key to better treatment options and life outcomes. In Brown County, up to 14,000 persons may be living with Alzheimer's disease or a related dementia and they need services and support. You can double (at a minimum) the number of persons needing support when you include their caregivers. The scale of the problem calls for community wide solutions.

ADRC is fortunate to have a Dementia Care Specialist Program. They learn to work one-on-one with caregivers helping them understand dementia, get respite, connect to resources, and learn strategies to manage behaviors. True to our mission of building a community of assistance, education, and support, ADRC Dementia Care Specialist developed a Dementia Care Coalition. This coalition is made up of local businesses and organizations that work hard providing education, outreach, and direct support.

Examples of Coalition projects

Memory Café – Five locations provide a comfortable, fun place for people with early to mid-stage dementia and their caregivers/ companions to enjoy socialization with others in a safe, stigma-free environment.

Purple Angel – Free training for businesses and organizations to give their staff the knowledge and tools they need to feel comfortable and confident to provide the best possible service, making all their customers feel welcome. It also helps staff identify persons who may struggle, preventing abuse and connecting them to ADRC for help. A Purple Angel trained bank teller helped to spot a scam, saving a confused customer from making a large withdrawal.





Breaking Barriers – Finding Solutions

Expanding Mental Health Access

According to the Center for Disease Control (CDC), older adults with chronic conditions are at higher risk of depression, are often misdiagnosed, seek mental services less, and die by suicide at a higher rate.

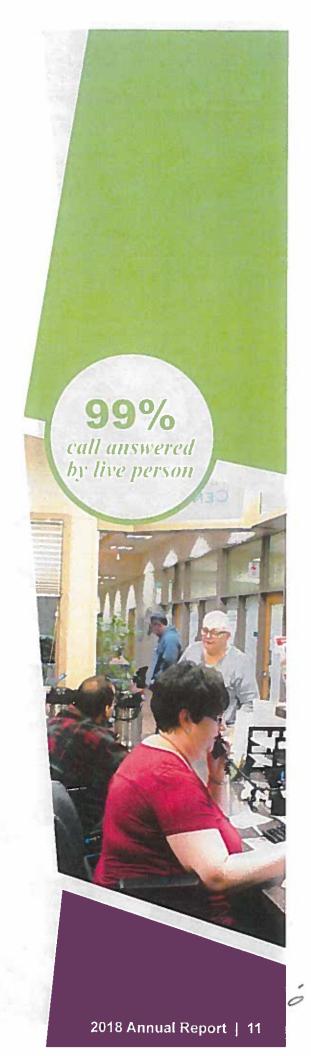
Concerned that customers with depression may not be getting the help they need, ADRC staff began depression screening by incorporating the PHQ-9 into their standard assessment tool.

Working with Foundations Health & Wholeness, we applied for, and won, a grant to place a counselor on-site at ADRC. This wonderful program provides a private, easy to access way for older adults to seek counseling who would not otherwise do so. The first week appointments were available, they filled immediately.

Reducing Customer Wait Time

ADRC customers come first. We know their time is valuable. Welcome Center staff make in-office customers feel welcome by greeting them with a smile. Six months in 2018, 99% of the calls were answered - by a live person! The other six months still rang in at an impressive 98%, breaking other Brown County call center records.

The Benefit Specialist team worked to improve customer service by conducting a change project to reduce wait time for appointments. Testing new processes using change cycles yielded positive results. Appointments are now schedules while the customer is on the phone and typically within the next two days. This has streamlined the process, shortening the wait time to get an appointment and reducing phone tag between staff and their customer.





Communication on Customers Terms

Customers are online and expect to have timely information available at their fingertips. ADRC is fortunate to have talented staff with the expertise to use social media and maximize its benefits for our customers.

Using email rather than snail mail produces real results by reaching more customers and saving money and staff time. A workshop we know to be popular was not filling. Not wanting to cancel, an email went out to 3,000 customers. The class was filled - and a wait list started. It took staff 30 minutes, instead of five hours, in addition to saving more than \$300 on paper, envelopes, and postage.

Facebook for both Grounded Café and ADRC has been very successful in expanding our reach to more customers. ADRC has 1,330 likes with Grounded at 770. A typical month of ADRC posts were viewed 4,900 times with Grounded Café posts viewed 2,700 times. Given this success, in 2018 an Instagram account was created for Grounded Café.



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groundedcafegb



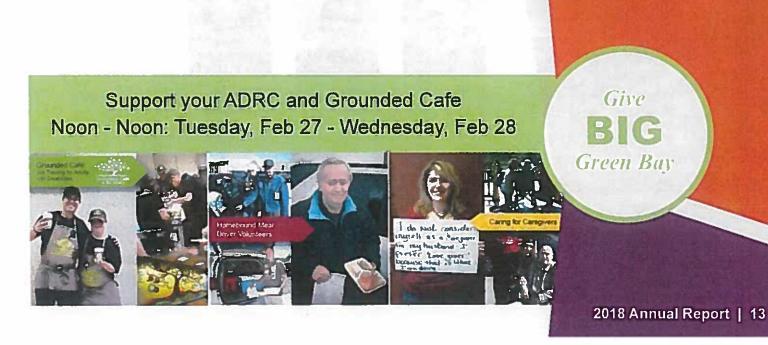


2018 Persons of the Year

Sister Melanie Maczka, Director of Casa Alba and ADRC Board member and Devon Christianson, ADRC Director were both selected for the Green Bay Press Gazette 2018 Persons of the year. They were recognized for their contributions to the community. Sister Melanie for her work at Casa Alba supporting the Hispanic community. Devon Christianson for the opening of Grounded Café and its job training program and focus on inclusion and workers abilities, not disabilities.

Give Big - Green Bay Greater Green Bay Community Foundation

Grounded Café at ADRC was fortunate to be selected for this brand new crowdfunding event of the Greater Green Bay Community Foundation. Give Big Green Bay was started to spread awareness about the variety of organizations in Green Bay and the important work they do. It's an opportunity for persons to show support, no matter the size of donation, and hopefully get younger persons interested and involved.



ADRC Board Members



Pat Finder-Stone (Chair)



Randy Johnson (Vice Chair)



Bev Bartlett (Secretary)



Mary Derginer (Treasurer)



Megan Borchardt



Arlie Doxtater



Mary Johnson



Littig



Debi Lundberg



Linda Mamrosh (& Leo)



Amy Payne



Dennis Rader



Tom Smith



Sam Warpinski

Vision

"Building a community that values, empowers, and supports seniors, adults with disabilities, and their caregivers"

Mission:

We strive to improve the lives of older adults, adults with disabilities, and caregivers through collaborations and partnerships.

First step to take - First call to make for:

Information Explore answers and solutions

Access Make connections and positive changes

Health Educate, inspire, and enrich Advocacy Empower and mobilize

Our goals are to instill hope, promote possibilities, and help individuals connect to their community.

Values:

Consumer-Driven Services

We will support individual choice built on the strength of individuals, families, and their communities.

Empowerment

We will equip persons with the tools they need to make informed decisions and maintain control of their lives.

Respect

We will recognize and value the unique qualities and experience of each person.

Quality

We will continuously strive to provide the highest quality services.

Collaboration

We will promote partnerships that reach across systems and organizational boundaries.

Stewardship

We will effectively and efficiently manage public and private resources.



